



Overview of Churchill Extranet

Churchill
CORPORATE SERVICES

www.ChurchillCorp.com

Overview

Churchill's corporate housing extranet was built in response to the need for a full-featured corporate housing and employee relocation management tool. The extranet is constantly being expanded and improved upon to meet the ever-changing needs of our dynamic industry.

Both corporate clients and their transferees can manage every aspect of their temporary housing by utilizing the single-point-of-contact that Churchill's extranet provides.

[Dashboard](#) [Services](#) [FAQ](#) [About Us](#) [Contact Us](#)

At Home
Anywhere



Your Churchill Contact

Customer Service:
800-658-7368
24 hr. Emergency:
866-420-1100

Churchill Extranet Services

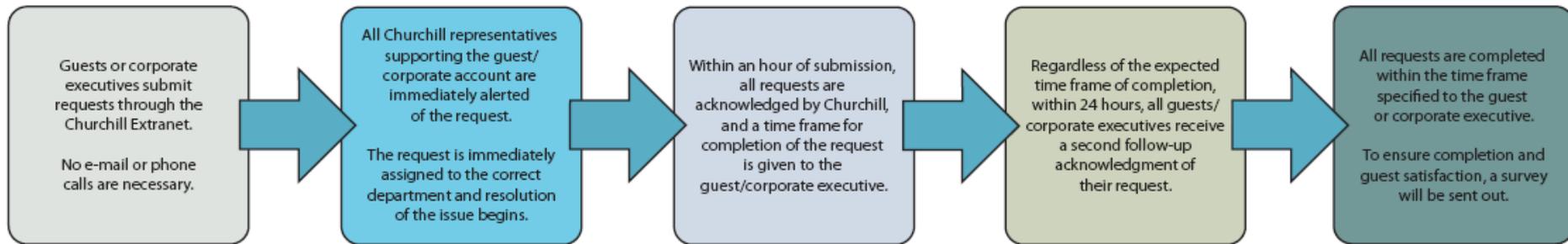
Welcome Churchill Corporate Services*

Guest: Margaret Meyers
Account ID: 94689

[Log Out](#) | [My Profile](#) | [Help](#)

Real-Time Tool

Churchill's extranet is a unique, real-time tool for establishing a single point of contact, facilitating timely service and ensuring optimal customer satisfaction.



CHURCHILL EXTRANET > REAL TIME INFORMATION AT YOUR FINGERTIPS

According to the most recent CARTUS Temporary Housing Network Survey results, the three biggest defects in customer service among corporate housing companies are: client satisfaction with resolution of the issue, timeliness in resolving the issue, and responsiveness when the issue is reported.

CARTUS ranked Churchill 1st in quality of service among 17 companies in the industry for three consecutive months in 2009. Churchill is committed to providing responsive, timely, and extraordinary service. The launch of Churchill's extranet will enable us bring the quality and speed of our services to the next level, ensuring even greater customer satisfaction.

Move-In Information



15 Park Row, Apt 23M
New York, NY 10038



Property Amenities

- Pre-War building
- 30 floor Hi-Rise
- Full time Concierge
- 24-hour Doorman
- Washer/Dryer On Premises
- Pets permitted
- Gorgeous Beaux-Arts restored lobby
- 24-hour health club
- Laundry center on every floor
- Subway: from 4,5,6,J,M,N,R Trains near City Hall stop
- Walking distance from City Hall Park & South Street Seaport

Apartment Features

- Granite kitchen countertops
- Dishwasher in unit
- Walk-in closets
- High ceilings
- Most apartments with river, park and/or city views
- Newly renovated kitchens
- Heat and air conditioning

Complimentary

- Premium cable TV
- Local phone service
- High-speed Internet access



Information pertaining to a guest's move-in is available online anywhere in transit. Each extranet account gives a full profile of that guest's apartment, including their specific unit number and apartment features.

At any time before or during their stay, a guest can log in to their extranet account and retrieve important information such as their mailbox number, apartment key arrangements, garbage collection schedule or assigned parking location.

Comprehensive Area Info



A Churchill extranet account gives guests everything they need to learn about their new location. Detailed area information guides can be downloaded and printed. Driving directions, maps and points-of-interest are available online through the integration of Microsoft's Virtual Earth™ application.

 Find the driving directions between **90 Washington Street** and any other point. (e.g., Office address, Airport, etc.)

	<input type="text" value="90 Washington Street"/>	<input type="radio"/>	Other Address: <input type="text" value="Address, City, State"/>
	<input type="radio"/>	<input checked="" type="radio"/>	Other Address: <input type="text" value="1600 Mercer St New York NY"/>

Turn-by-Turn Directions:

Distance: 2.2 miles

Time: 7 minutes, 40 seconds

- 1 Depart Washington St (0.0 miles; 7 seconds)
- 2 Turn right onto Joseph P Ward St (0.0 miles; 9 seconds)
- 3 Turn right onto Joe Dimaggio Hwy / West St / West Side Hwy (1.2 miles; 3 minutes, 5 seconds)
- 4 Turn right onto Watts St (0.2 miles; 32 seconds)
- 5 Bear right onto Canal St (0.3 miles; 52 seconds)
- 6 Turn left onto W Broadway (0.0 miles; 57 seconds)
- 7 Turn right onto Grand St (0.1 miles; 21 seconds)
- 8 Turn left onto Greene St (0.2 miles; 1 minutes, 3 seconds)
- 9 Turn right onto Spring St, and then immediately turn right onto Mercer St (0.2 miles; 30 seconds)
- 10 Arrive

Local Area Information

In addition to driving directions and local points of interest, the Churchill extranet is integrated with Google™ maps to provide comprehensive area information for each corporate apartment. All the information your transferees need to make themselves at home in their new location can be quickly accessed online. Everything from train, bus and subway stations, restaurants and museums, to hospitals, dry cleaners, supermarkets, parking garages and more.



Personal Attention

Our corporate housing extranet provides both guests and clients with immediate access to their dedicated Churchill representative. Contact information is prominently displayed on every page.

Your Churchill Team

Shaindy Wachsman

Reservations Contact

Tel: 973-636-9406 x5675

Fax: 973-636-0179

Shaindy Wachsman

Lease Extensions

Tel: 973-636-9406 x5675

Fax: 973-636-0179

Shaindy Wachsman

Billing Contact

Tel: 973-636-9406 x5675

Fax: 973-636-0179

Shaindy Wachsman

Guest Support

Tel: 973-636-9406 x5675

Fax: 973-636-0179

Your Churchill contact is personally involved with your account, and is made available to you through a variety of contact options. This person is supported by your company's Churchill account team, a staff of customer service and temporary housing professionals. In addition to facilitating the fast and reliable service we are committed to, this team also acts as a failsafe in the event that your dedicated representative cannot be reached.

Online Service and Support

Guests and clients can submit inquiries online and track the status of their request through the extranet. All communications related to an open request are logged and stored on the extranet.

Both clients and their transferees can review the conversations and current status of all service requests for the life of the account.

No matter how many departments or channels are involved in resolving an account issue, your dedicated Churchill representative remains your single point of contact throughout the process.

Show open service requests only



Print



Export to Excel

Request ID	Subject	Status	Submitted ▼	Closed
02107	Requesting additional channels for cable package	Open	9/27/08 7:18 PM	
02083	Copy of August invoice for expense report	Open	9/26/08 10:20 AM	
01944	Change apartment cleaning schedule	Resolved	9/15/08 2:12 PM	9/16/08 10:05 AM
01876	Request call back from customer service dept	Resolved	8/22/08 12:37 PM	8/22/08 1:13 PM

Showing 1-4 of 4 records.

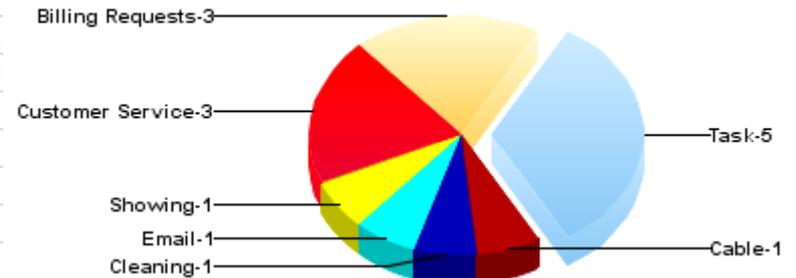
Show rows per page.

Real-time Solutions

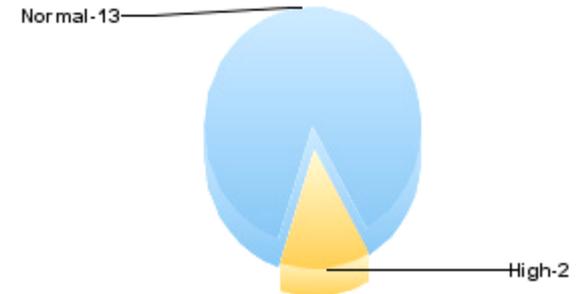
	Status	Type	Subject
Later	ACT	Billing Requests	Need a copy of my payment arrangements
Complete	COMP	Billing Requests	Copy of rental agreement for expense reports
Complete	COMP	Billing Requests	Requesting finalized copy of invoice from Sept
Today	ACT	Cable	Add channels to cable package
Complete	COMP	Cleaning	Change to apartment cleaning schedule
Today	ACT	Customer Service	Lost copy of apartment electronics guide
Complete	COMP	Customer Service	Move-in satisfaction survey and phone call
Complete	COMP	Customer Service	Request call back from customer service
Complete	COMP	Email	RE: Your Churchill Corporate Housing Request
Today	ACT	Showing	Req showing of add'l apartment in Chelsea

Requests and inquiries submitted through the extranet are received instantly by your Churchill team and tracked all the way through their resolution. Churchill uses powerful BPM tools to align our priorities with the needs and wants of our clients and guests.

Chart By Type



by Priority



Lease Management

Churchill clients can use the extranet to manage their transferees' active leases and receive notifications of expiring ones. From within the extranet, clients can even submit requests on behalf of their employees, such as a request to extend a lease or a notice of intent to vacate an apartment.

Show currently active accounts only

 Print  Export to Excel

ID	First Name	Last Name	Property	City	ST	Start ▲	End	Status
94042	Tim	Altman	90 Washington	New York	NY	12/9/2006	1/11/2007	Notice Pending 
94043	John	Dole	90 Washington	New York	NY	2/2/2008	6/2/2008	Active 
94044	Claire	Fine	90 Washington	New York	NY	2/2/2008	6/2/2008	Notice Pending 
94041	Sally	Jones	15 Park Row	New York	NY	9/2/2008	10/1/2008	Active 
22222	James	Franklin	15 Park Row	New York	NY	9/2/2008	7/1/2008	Notice Pending 

Notice Pending
This account must submit an Extend or Vacate Notice.

Showing 1 - 5 of 5 records << First < Prev Page 1 of 1 Next > Last >> Show rows per page

Last updated 10/28/2008 at 3:59 PM

Guest Feedback

Tim Altman

Account Number:
94042

Address:

90 Washington
90 Washington Street
New York, NY 10006

Lease term:

12/9/2006
1/11/2007

Churchill actively seeks feedback from our guests through the extranet, using online surveys.

Survey Results

Arrival Information	Excellent	Good	Fair	Poor
Clarity of directions to the property				
Instructions for entry to your facility				
Explanation of available services and features provided prior to your arrival				
Comments:				
Apartment Quality	Excellent	Good	Fair	Poor
Apartment & furnishings				
Necessary household items and amenities				
Utilities services (phone, cable, Internet)				
Cleanliness upon move-in				
Comments:				

Any area in which a guest is less than satisfied with Churchill's service sends an immediate alert to the dedicated Churchill representative.

Clients can view their transferees' survey results online, including the steps taken to resolve any problems that may have been reported at the time the survey was completed.

Account Reference Point

Important details of your corporate account with Churchill are stored on the extranet for your reference. The extranet can be used as a billing reference for payment arrangements, terms, designated invoice recipients and charge responsibilities.

Clients can also reference the extranet to find out about...

- Apartment pricing and special rates
- Setup fees
- Extend/Vacate notice terms
- Damage responsibility
- Other account agreements

	Company	Guest	Fee
Rent Rate		✓	\$245/Day
Deposits		✓	\$7800.00
Pet Fee		✓	\$300.00
Parking/month		✓	\$300.00
Utilities		✓	
Housekeeping		✓	\$100.00
Apartment Condition		✓	\$300.00

Online Document Access

Through the extranet, clients and guests can download important documents related to their account. Encrypted file storage and advanced third party security ensure that only you have access to these files.

Guests have the ability to download and print information about their temporary home, including driving directions, apartment information and lease details.



ABC Presentation Oct08

Download

File Size: 2 MB
Uploaded: 10/15/08



Spending Report 9-08

Download

File Size: 113 KB
Uploaded: 10/2/08



Welcome Letter

Download

File Size: 45.5 KB
Uploaded: 9/21/08



Guest 26156 Lease

Download

File Size: 110 KB
Uploaded: 9/6/08

Clients have 24/7 online access to account documents and reports prepared by their Churchill account team, according to client need. Clients may also download copies of their transferees' leases.

Client Testimonials

"The extranet site is fantastic! I'm very excited about it. I think our clients will find that is extremely user friendly and convenient. It will allow us (the relocation provider) to follow-up on any issues or progress along the way, such as move-in instructions, vacate dates, etc. without having to email Churchill directly . . . It's nice to have the luxury of getting immediate answers!"

Elena Hoff, **MSi**, June 19, 2009

"We think the Churchill extranet is great – it's a useful tool for looking at individual customer stays. The most valuable information for us surrounds the customers move-in/out and intent to vacate notices. I really like the idea of the customers being able to submit issues right on the site and everything can be easily tracked in one spot."

Katie Higgins, **Cartus**, June 15, 2009

"The new Churchill extranet is a great tool that benefits me and the many guests who use your apartments . . . It is user friendly and pleasing to the eye . . . I will take full advantage of this useful service."

Anthony Buttacavole, **Standard Chartered Bank**, June 18, 2009

"I like the fact that I can put in for an extension online instead of shooting off emails. This is a really convenient and easy tool to use."

Darlene Fitzsimmons, **Coach Leatherware**, June 15, 2009

"I found the Churchill extranet to be very user friendly, informative and detail oriented. It's a valuable source of information for my associates . . . to find out about the property . . . and what amenities are available to them, as well as what is of interest in the neighborhood."

Greta M. Franklin, Global Sourcing – Global Travel, **Deutsche Bank**, June 18, 2009